

Attorney Docket No. FINL-012/00US

PATENT

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By: Sherry Duncan Bitler
Sherry Duncan Bitler

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of C. VOS et al.

Confirmation No.: [Not Yet Assigned]

Serial No.: [Not Yet Assigned]

Examiner: [Not Yet Assigned]

Filed: [Concurrently Herewith]

Art Unit: [Not Yet Assigned]

FOR: METHOD AND APPARATUS FOR MANAGING CUSTOMER DATA

Mail Stop Patent Application
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

**INFORMATION DISCLOSURE STATEMENT
UNDER 37 C.F.R. §1.97(b)**

In accordance with the duty of disclosure set forth in 37 C.F.R. §1.56,
Applicant(s) hereby submits the following information in conformance with 37 C.F.R.
§§1.97 and 1.98.

- ☒ Pursuant to 37 C.F.R. §1.98, a copy of each document cited in the attached Form PTO/SB/08 is enclosed.
- ☐ No copies of the publications listed on the attached Form PTO/SB/08A are being provided pursuant to 37 C.F.R. §1.98(d) because the publications were previously cited by or submitted to the Office in prior Application Serial No. ___ to which the above-identified application claims priority under 35 U.S.C. §120.
- ☐ Publication(s) ___ listed on the attached Form PTO/SB/08A were cited in a foreign search or examination report corresponding to ___ application serial no. ___ and mailed on ___.

- ☐ Enclosed is a copy of a non-English publication(s) _____. Pursuant to §609 of the M.P.E.P., Applicant submits the attached foreign search or examination report, which cites such non-English language publication(s).
- ☐ Enclosed is a copy of a non-English publication(s) _____. English language publication ____ (copy enclosed) claims priority from this non-English publication.
- ☐ Enclosed is an explanation of non-English publication(s) _____ for which an English translation is not available.
- ☐ Enclosed is an English translation of non-English publication(s) _____ cited in the attached Form PTO/SB/08A.
- ☐ Enclosed is a copy of pending patent Application Serial No. _____.

This Information Disclosure Statement is filed within any one of the following time periods:

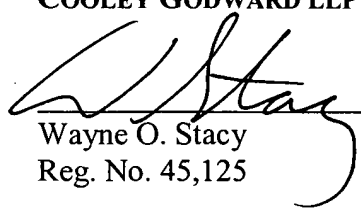
- ☒ within three months from the filing date of this national application other than a CPA under 37 C.F.R. § 1.53(d);
- ☐ within three months from the date of entry of the national stage as set forth in 37 C.F.R. §1.491 in this international application;
- ☐ before the mailing date of a first office action on the merits; or
- ☐ before the mailing of a first office action after the filing of a request for continued examination under 37 C.F.R. § 1.114.

It is respectfully requested that the Examiner consider the above-noted information and return an initialed copy of the attached Form PTO/SB/08A to the undersigned.

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Respectfully submitted,
COOLEY GODWARD LLP

By:


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Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Complete if Known	
				Application Number	[Not Yet Available]
				Filing Date	[Concurrently Herewith]
				First Named Inventor	Vos et al.
				Group Art Unit	[Not Yet Available]
				Examiner Name	[Not Yet Available]
Sheet	1	of	5	Attorney Docket Number	FINL-012/00US

PTO/SB/08A (08-00)

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY
		Number	Kind Code ² (if known)		
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		4,451,985		Pullman	06/05/1984
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¹ Unique citation designation number.

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				Group Art Unit	[Not Yet Available]
Examiner Name	[Not Yet Available]				
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		Number	Kind Code ² (if known)		
		5,721,845		James et al.	02/24/1998
		5,727,950		Cook et al.	03/17/1998
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		5,877,966		Morris et al.	03/02/1999

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FOREIGN PATENT DOCUMENTS							
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		Office ¹	Number ²	Kind Code ³ (if known)			
		EP	0 496 492 A1		Tomitsuka et al. / Sony Corporation	07/29/92	
		EP	0 496 492 B1		Tomitsuka et al. / Sony Corporation	09/20/95	
		WO	97/44767		Cook et al. / Agent Based Curricula, Inc.	11/27/97	
		WO	98/32107		Padwa / Agent Based Curricula, Inc.	07/23/98	
		EP	0 829 996 A2		AT&T Corp.	03/18/1998	
		WO	99/01826		Business Evolution, Inc.	01/14/1999	
		WO	00/29977		CCH Incorporated	05/25/2000	

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² For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

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OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
		A+dantage – Worldware, 1995, Jostens Learning Brochure	
		Applied Physics, 1995, EduStar America Inc. Brochure	
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		Barron, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 75-92	
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		Hibbard, Justin, (April 12, 1999), Assembly Online: The Web is changing mass production into mass customization, Information Week Online: News and Reviews (Online) Available Web Site: www.informationweek.com/729/build.htm ; Accessed on: October 30, 2001	
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OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS Cont'd			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
		Kulik et al., 1986, J. Educational Computing Research 2:235-252	
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		Vaas, Lisa (May 17, 1999), <i>Service Sites Buckle Up Configurators</i> , PCWeek Online (Online) Available Web Site: www.zdnet.com/pcweek/stories/news/0,4153,402639,00.html ; Accessed on: October 30, 2001	
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		Poleretzky Z et al: "The Call Center & e-Commerce Convergence" Dialog ABI/Inform(R), XP002949410 2001	
		Attardi G et al: "Web-based Configuration Assistants" Artificial Intelligence for Engineering Design, Analysis and Manufacturing, London, GB, vol. 12, no. 4, September 1998 (1998-09) pages 321-331, XP002902516	

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